

Girl Scout Cookie Program FAQ:

Q. What if I don't have an email address?

- A. Snap will allow you to use @abcsnap.com as your email login; however you will need to remember your password as abcsnap.com is not an active email address.

Q. I have more than one troop; do I need a separate email address for each troop?

- A. No, Snap will allow your email account to be used for multiple troops. When editing your profile on the subsequent troop you will receive an alert asking if you want to use the same email address – answer yes, the next time you log in you will be asked which troop (user) you want access to.

Q. Why should I put our girls name's in Snap?

- A. We need girl *First and Last* names to verify that all girls participating in the Cookie Program are registered. We will use this information to issue cookie dough to all girls earning it, and identify our Super Sellers.

Q. How can we advertise our troop booth sale?

- A. Enter the site and time into Snap and we will up load that information in the Booth Sale locator on the Lakes and Pines website.

Q. What do my girls earn if they choose to do the Cash Plan?

- A. Girls in grades 6-12 are eligible to choose not to earn the recognitions and take \$.55 per package troop profit. The Cash Plan entitles girls to participation and goal setting patches and the cookie dough earned (see the chart on page 17 of the Answer book or the back of the parent permission slip). They are also eligible for the Super Seller Events and to be the top seller in their service unit and/or age level.

Q. What is the difference between online marketing and online sales?

- A. Online marketing is using email and social networking sites to advertise the cookie program (within our council jurisdiction). Girls can let their friends and families know they are participating in the cookie program, what their goals are and take customer commitments for orders. They do need to meet this customer to deliver the product and collect payment.

Online sales indicate that payment is completed electronically. GSUSA has not given any girl permission to accept payment electronically; she would have access to customer credit information and need to set up a way to process electronic payments.

Q. Who should keep the Online Safety Pledge?

A. The troop should maintain a copy of this signed pledge, with the signed parent permission slip.

Q. Why are we only able to return full cases of cookies this year?

A. In an effort to ensure quality products to all of our customers we are no longer able to accept open cases of cookies as returns. Booth Sale cookies taken from a cookie cupboard will be accepted as long as the case is originally sealed.

Q. Are we able to take single packages from the cupboards?

A. Yes. You are able to fill additional orders to the package.

Q. One of our girls has orders that were not on our troop's original order, how do we get these packages?

A. You can get these additional orders from your local cookie cupboard however you may want to call first to ensure they have the cookies you need.

Q. Our Service Unit is split for deliveries, are we able to have more than one Top Service Unit Seller?

A. Unfortunately, no unless there is a tie; this award is limited to one per service unit as recognized by the membership system.

Q. What if the bank our troop uses isn't on the banking list?

A. Go to the bank where your troop has its account. If they are willing to issue free cashier check or money order please give us their information, so we can send them our NSF procedures. As a result of the Patriot Act, banks are not able to give a cashiers check to troops who do not have a current account at that bank.

Q. Why is cookie dough changing?

A. In an effort to "go green" and as further transition towards to a Cookie Dough cards we will be creating one certificate per girl. Each certificate will be numbered and tracked in a database. Troops selling additional packages of cookies after the girl recognitions are complete will be issued a Cookie Dough certificate at the rate of \$5 for every 12 packages of cookies sold between March 18 and April 30.